

P R O G R A M

3RD ANNUAL CONFERENCE

April 13-16, 2008
The Boston Park Plaza Hotel
Boston, MA



Making a Difference

The Ombudsman Impact



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

Concurrent Speaker Presentations Online

New this year IOA will be posting all available speaker presentations online. These will be keynote, plenary and concurrent sessions only not pre-conference courses. These presentations are posted under the 3rd Annual Conference web page.

Since you can't possibly attend all the wonderful programs we have planned for the 2008 Annual Conference, this year included in the cost of your registration will be access to all available speaker presentations online. We hope you will take full advantage of the presentations online and create your own valuable Conference Proceedings Binder.

Conference attendees will need a user name and pass code to access the posted presentations. The user name and pass code was sent via email to attendees who had registered and mailed to attendees along with their name badge confirmation packets.

User Name: ioa2008conf

Password: speaker08ioa

Conference speakers may not have been able to share their presentations / materials prior to the conference. We will post any available speaker presentation after the conference if submitted to the IOA office by the speaker. So if the presentation you are interested in is not yet available to download please check back a couple weeks after the conference.

Making a Difference

The Ombudsman Impact

April 13-16, 2008

The Boston Park Plaza Hotel • Boston, MA

About the International Ombudsman Association (IOA)

IOA is the largest international association of professional organizational Ombudsman practitioners in the world, representing over 600 members from the United States and across the globe. The association supports organizational Ombudsman* worldwide working in corporations, universities, non-profit organizations, government entities and non-governmental organizations. In addition, the association works to support and promote the profession through strategic partnerships and communication with government agencies and other professional organizations as appropriate. IOA is a tax-exempt professional association and provides a forum for the sharing of professional experiences and knowledge. Its purpose is to enhance the quality and value of the ombudsman profession by establishing a Code of Ethics and Standards of Practice, developing guidelines for dealing with difficult issues, and providing continuing professional education. IOA supports the profession through research, regulatory activities, and support to organizations interested in creating an ombudsman program.

For information on upcoming programs, membership or other IOA courses, visit our website at www.ombudsassociation.org.

IOA, 203 Towne Centre Drive, Hillsborough, NJ 08844

Phone (908) 359- 0246 Fax (908) 842-0376

Email: info@ombudsassociation.org



IOA supports appropriate business etiquette. To enhance the value and enjoyment of the conference, please turn off cell phones and all electronic devices when programs are in session.

All attendees are reminded that throughout the conference, the principle of confidentiality is in effect, and that discussions involving specific organizations and cases must remain within the session walls.

Although "ombudsman" is used throughout this brochure, the term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

Dear Colleagues,

On behalf of the Board of Directors welcome to the International Ombudsman Association (IOA) 2008 Conference!

The IOA Board is proud of its accomplishments this year. We were mindful of our goals and purpose: to serve the membership, our organization, and the Ombudsman profession. These accomplishments reflect the collective diligence of the Board and the Committees. You can see the results in the Annual Report, which is available online.

The dedication of our Conference co-chairs, Vicky Brown, John S. Carter and their committees supported by Joanne Cole, Shawna Wilker, Marie Ashton and the Professional Management Association team, has resulted in this exceptional conference in Boston. Our Association continues to grow with new members from academia, government, corporate, and non-profit organizations. This diversity of thought and practice enriches our conference. You have the opportunity to hear inspiring Keynote speakers, participate in our business meeting, absorb content-rich concurrent sessions, and be refreshed by social activities.

Please join us in fully utilizing the conference opportunities to learn and network. We hope you return to work filled with inspiration from the programs and conversations with your peers. In keeping with our long-standing tradition of respecting other's confidentiality, we ask that you respect those who share organization-specific case studies. What we talk about here in confidence stays here. We suggest that any discussion using examples from your practice be phrased in such a way as to protect the identity of those utilizing your services.

We thank our guests and colleagues who will present workshops at the conference. We are also grateful to the organizations that have supported us through sponsorship dollars. Please speak to me, a Board member, or the conference co-chairs if there is anything we can do to enhance your conference experience. Let us know your thoughts about the sessions by completing the evaluations forms.

Welcome to the 2008 Conference!

Sincerely,

Janis Schonauer
IOA 2007-08 President

Making a Difference The Ombudsman Impact

The Boston Park Plaza Hotel Boston, MA

AGENDA AT A GLANCE

Saturday,

8:00am – 5:00pm
3:00 – 6:00pm
3:00 – 6:00pm

April 12, 2008 Board Meeting, General Registration and IOA Hospitality Room

Board Meeting Terrace Room
General registration for conference attendees Ballroom Foyer
Welcome to Boston – IOA Hospitality Room for those checking in on Saturday Stuart Room (4th Fl)

Sunday,

8:00am – 7:00pm
8:00 – 8:30am
8:30am – 5:00pm

April 13, 2008 Pre-Conference Courses only, *separate registration fee required* and Welcome Reception for all

General registration for conference attendees Ballroom Foyer
Breakfast for pre-conference Plaza Ballroom
Full-Day Course: "Conflict Coaching: Enhancing the Ombudsman Process with an Innovative Research- and Theory-Based Model" Georgian Room
AM 1 Half-Day Course: "IOA Standards of Practice and Code of Ethics: Understanding the Core Principles of an Organizational Ombudsman Practice" Clarendon / Berkeley Room
AM 2 Half-Day Course: "Essential Questioning and Interviewing Skills for Ombudsmen" Arlington Room
Lunch for pre-conference participants taking the full day course or those taking a combination of 1 AM and 1 PM Course Plaza Ballroom
PM 1 Half-Day Course: "Challenges to Informality and Other Standards" Clarendon / Berkeley Room
PM 2 Half-Day Course: "Current Legal Issues for Ombudsmen Programs" Arlington Room
Welcome Reception for all conference attendees Plaza Ballroom

Monday,

8:00am – 5:00pm
8:00 – 9:00am
9:00 – 9:30am
9:30 – 10:30am
10:30 – 11:00am
11:00 – 12:00 noon
12:00 noon – 1:30pm
12:00 noon – 1:30pm
1:30 – 3:00pm

April 14, 2008 First Day of General Conference

General registration for conference attendees Ballroom Foyer
Breakfast for all conference attendees Plaza Ballroom
Welcome and Opening Remarks Imperial Ballroom
Keynote Address: "A Bridge Across the Racial Divide" Imperial Ballroom
AM Coffee Break
Plenary Presentation: "The Crystal Ball" Imperial Ballroom
Lunch for all conference attendees Plaza Ballroom
Lunch Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter Plaza Ballroom
Concurrent Sessions
1. "Emotion as Insight: Understanding Emotion as a Key to Conflict Management" Imperial Ballroom
2. "Ombudsing From a Distance" Clarendon Room
3. "Research Findings: The Ombudsman Role in Higher Education" Arlington Room
4. "Evaluating Ombudsmen Offices" Georgian Room
5. "Legal and Practical Considerations for the Contract Ombudsman" Berkeley Room
6. "Conversations with the IOA Board" Fairfield Room
Break
Sector Forum Discussions
1. Academic Forum Imperial Ballroom
2. Corporate Forum Georgian Room
3. Governmental Forum Arlington Room
4. International Forum Clarendon Room
5. Consultant – Contract Ombudsman Practitioners Forum Berkeley Room
6. Healthcare Forum Fairfield Room
5:00pm Conclusion of Day One. Evening on your own.

New this year IOA will be posting all available speaker presentations on-line prior to the IOA conference for attendees to access.

Tuesday,

April 15, 2008 Second Day of General Conference

7:30am – 5:00pm	General registration for conference attendees	Ballroom Foyer
7:30 – 8:30am	Breakfast for all conference attendees	Plaza Ballroom
7:30 – 8:30am	Breakfast Meeting for attendees interested in writing for the IOA Journal & IOA Newsletter	Plaza Ballroom
8:30 – 9:30am	Keynote Address: <i>“Cultural Competence and Diversity in 21st Century Diplomacy”</i>	Imperial Ballroom
9:30 – 9:45am	AM Coffee Break	
9:45 – 10:45am	Plenary Presentation: <i>“How Ombudsman Offices Get Started and Work Collaboratively with Other Organizational Entities”</i>	Imperial Ballroom
10:45am – 12:00 noon	Concurrent Sessions	
	7. <i>“An Ombudsman as A Leader: Developing and Communicating Our Vision of Leadership.”</i>	Georgian Room
	8. <i>“Ombudsman Accountability”</i>	Imperial Ballroom
	9. <i>“The Ombudsman in Healthcare: Conflicts Among Healthcare Providers”</i>	Berkeley Room
	10. <i>“Helping People Manage Polarities”</i>	Arlington Room
	11. <i>“The Impact of Administrative Support Personnel on the Ombudsman Program”</i>	Fairfield Room
	12. <i>“Establishing Best Practices for Assessing and Responding to Imminent Risk”</i>	Clarendon Room
12:00 noon – 1:30pm	Lunch and Annual IOA Business Meeting	Plaza Ballroom
1:30 – 3:00pm	Concurrent Sessions	
	13. <i>“Increase The Peace-A Training Tool For Your Organization”</i>	Arlington Room
	14. <i>“The Impact of Ombudsing on the Ombudsman: The Ombudsman as Student”</i>	Berkeley Room
	15. <i>“Uncivil Behavior and the Graduate Student Experience: Developing a Model for Dealing with Incivility”</i>	Clarendon Room
	16. <i>“Medicine And Science: Conversations on Working with Post Docs, Fellows, Residents, Trainees”</i>	Fairfield Room
	17. <i>“The Global Ombudsman: Breaking Through The Cultural Divide”</i>	Georgian Room
	18. <i>“Do as I Say, Not as I Do – How to Work Effectively With HR (Human Resources)”</i>	Imperial Ballroom
3:00 – 3:30pm	PM Coffee Break	
3:30 – 5:00pm	Plenary Presentation: <i>“Certification Planning”</i>	Imperial Ballroom
5:00pm	Conclusion of Day Two. Evening on your own.	

Wednesday,

April 16, 2008 Third / Final Day of General Conference

8:00am – 12:00 noon	General registration for conference attendees	Ballroom Foyer
8:00 – 9:00am	Breakfast for all conference attendees	Imperial Ballroom
9:00 – 10:00am	Keynote Address: <i>“The State of College Mental Health”</i>	Imperial Ballroom
10:00 – 10:30am	AM Coffee Break and Hotel Checkout	
10:30 – 12:00 noon	Concurrent Sessions	
	19. <i>“Ombuds as Mediator: Providing Effective Mediation Services”</i>	Imperial Ballroom
	20. <i>“What Do My Visitors Think? Measuring and Using Client Feedback”</i>	Clarendon Room
	21. <i>“Ombudsmen Legal Issues”</i>	Arlington Room
	22. <i>“Conflict Resolution Challenges for the Ombudsman in Multi-Cultural Contexts”</i>	Berkeley Room
	23. <i>“Comparing Apples-to-Apples, Part II”</i>	Fairfield Room
	24. <i>“Getting to the Root of the Problem: Root Cause Analysis as a Tool for Organizational Change”</i>	Georgian Room
12:00 noon	Conclusion of Conference	



*Coca-Cola Enterprises
is a proud supporter
of the
IOA 2008
Annual Conference*



Proud Sponsor of the 2008 International Ombudsman Association Conference

Shell's commitment to community and social responsibility has been in place for more than 50 years with over \$485 million in contributions to support community health and welfare, arts and cultural activities and various educational initiatives, including minority education and diversity and inclusiveness programs in Houston and in the U.S.

www.shell.com/us



The Coca-Cola Company
is a proud sponsor of the
3rd Annual IOA Conference

Best wishes for a successful conference.

What you do makes a difference.



United Technologies

Carrier

Hamilton Sundstrand

Otis

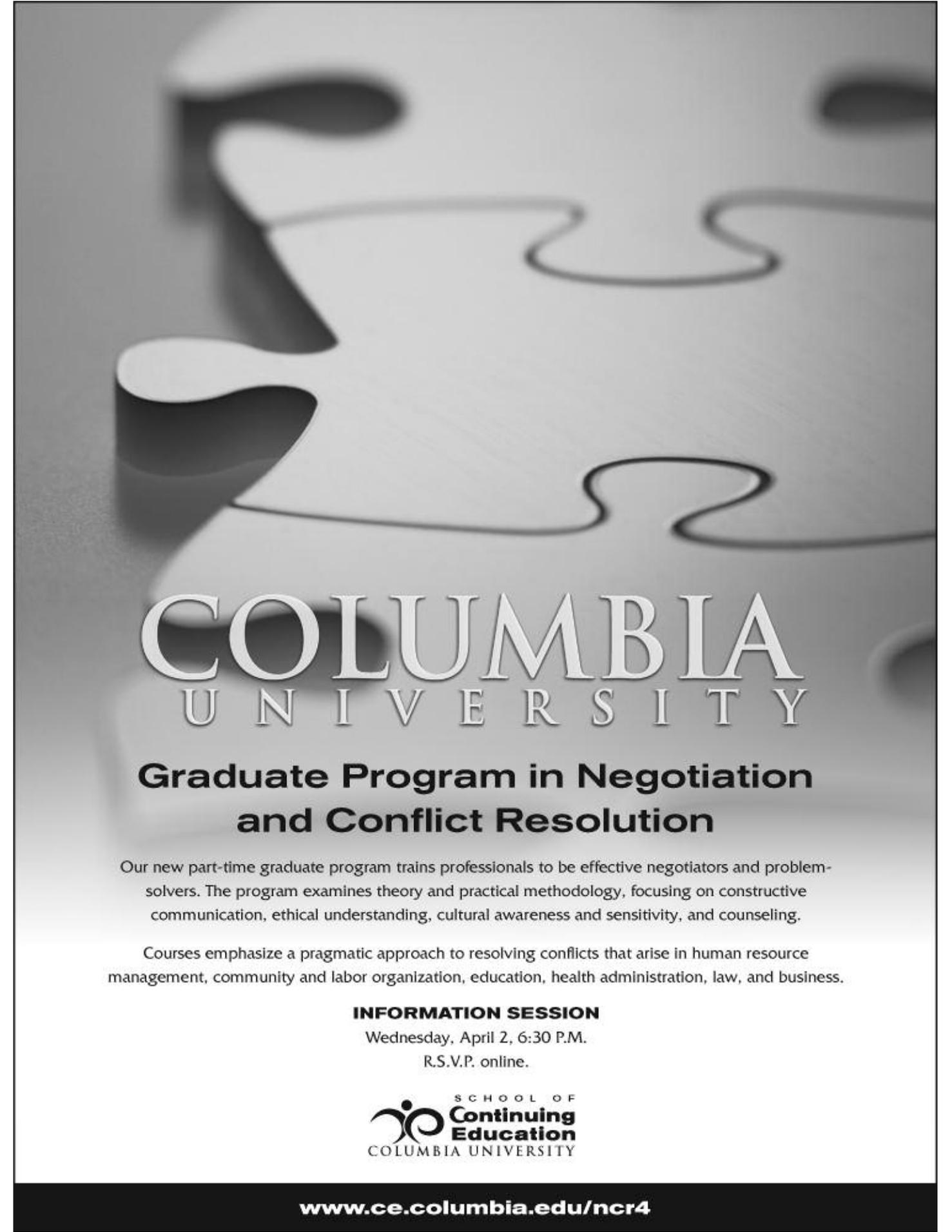
Pratt & Whitney

Sikorsky

UTC Fire & Security

UTC Power

*United Technologies Corporation
is a proud sponsor of the
International Ombudsman Association (IOA)
2008 Annual Conference*



COLUMBIA UNIVERSITY

Graduate Program in Negotiation and Conflict Resolution

Our new part-time graduate program trains professionals to be effective negotiators and problem-solvers. The program examines theory and practical methodology, focusing on constructive communication, ethical understanding, cultural awareness and sensitivity, and counseling.

Courses emphasize a pragmatic approach to resolving conflicts that arise in human resource management, community and labor organization, education, health administration, law, and business.

INFORMATION SESSION

Wednesday, April 2, 6:30 P.M.

R.S.V.P. online.



www.ce.columbia.edu/ncr4



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

THANK YOU to our 2008 Conference Committee Members and Volunteers!

Conference Co-Chairs

Vicky Brown

John Carter

Pre-Conference Chair

Mary Chavez-Rudolph

John Barkat

Carol Breslin

Mary Childers

Elizabeth Conley

Lydia Cummings

Victoria Dowd

Rosa Garner

Cynthia Joyce

William King

Alan Lincoln

Patti Lynch

Craig Mousin

Don Noack

Jan O'Keefe

Elizabeth Walsh Pino

Trey Recklin

Mary Rowe

Kate Schenck

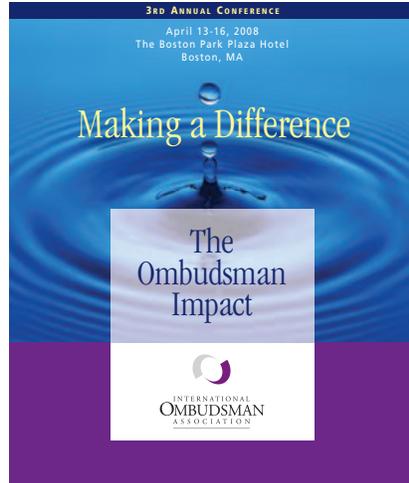
Beth Segers

Marsha Wagner

Linda Wilcox

Gary Yamashita

*Thank you to all
of the moderators, facilitators, and roving reporters for their assistance.*



IOA would like to recognize and thank the following organizations and individuals for supporting the 2008 Annual Conference.

PLATINUM SUPPORTER

The Coca-Cola Company
United Technologies Corporation

SILVER SUPPORTER

Coca-Cola Enterprises
Shell Oil Company

DIAMOND SUPPORTER

American Express Company
Chevron Corporation
Merrill Lynch

EMERALD SUPPORTER

University of Central Florida

SAPPHIRE SPONSOR

Wilbur Hicks

INDIVIDUAL OMBUDDY SUPPORTERS

Carol Breslin
James Nabina

EXHIBITORS

Pepperdine University School of Law-Straus Institute for Dispute Resolution
Program on Negotiation at Harvard Law School
Software Impressions, LLC

ADVERTISER

Columbia University Graduate Program in Negotiation and Conflict Resolution

Save the Date for Future IOA Annual Conferences

2009 Annual Conference

The Fairmont Hotel,
The Queen Elizabeth
Montreal, Quebec, Canada

Tuesday, April 14, 2009
Board Meeting

Wednesday, April 15, 2009
Pre Conference Courses

Thursday, April 16, 2009
Day 1 of General Conference

Friday, April 17, 2009
Day 2 of General Conference

Saturday, April 18, 2009
Day 3 - Last Day of
General Conference

Sleeping Room
Rate \$169 Canadian Dollars

The 2009 Call for Conference Themes,
Suggestions and Session
Presentations is now open.

You may submit your ideas and
suggestion online.

Please visit the IOA conference web
page at:

[http://www.ombuds-toa.org/
conference/index.html](http://www.ombuds-toa.org/conference/index.html)

*Additional information
for the 2009 Conference is
also available online.*

2010 Annual Conference

The Marriot New Orleans
New Orleans, LA

Tuesday, April 6, 2010
Board Meeting

Wednesday, April 7, 2010
Pre Conference Courses

Thursday, April 8, 2010
Day 1 of General Conference

Friday, April 9, 2010
Day 2 of General Conference

Saturday, April 10, 2010
Day 3 - Last Day of
General Conference

Sleeping Room
Rate \$189 US Dollars

2011 Annual Conference

Location to be
West Coast